

Minutes

Meeting:	Jackson & Swinson Focus Group				
Date:	4th June 2026	Time:	6pm to 7.30pm	Held at:	Garfield School

Item No	Details	Action
1	Caretaking Services	
1.1	Machine Operation and Storage Jim described the scrubbing machine as a battery-powered device used for cleaning floors, noting that it cannot be stored or charged on site due to fire risk and theft concerns, requiring staff to transport it from a secure location in Ponders End.	
1.2	Cleaning Effectiveness and Limitations Jim shared that while the machine improves cleanliness, the age and condition of the tiles limit results, with some floors remaining noticeably dirty despite extended cleaning efforts; he offered to share photographic evidence with residents.	
1.3	Scheduling and Staff Constraints: Jim clarified that cleaning is "Full clean sweep, mop, vacuum where applicable, spray and wipe of internal communal areas. Where required scrub clean hard soiled areas."	
1.4	Resident Requests and Prioritisation: Residents requested priority cleaning for the third and seventh floors, which Jim and Dennis agreed to address in the next cleaning session, while noting the machine's limitations on staircases and the need for additional batteries.	
2	Caretaking Services and Resident Responsibilities	
2.1	Bin Management and Resident Behaviour Jim explained the challenges with bin usage, noting that residents often overfill the first bins and neglect others, leading to extra work for caretakers and litter problems; he committed to improving communication and moving bins as needed.	
2.2	Handrail and Track Cleaning Jim confirmed that handrails and tracks were cleaned using specialised tools and products, with ongoing maintenance planned and photographic evidence available for residents.	
2.3	Graffiti Removal Efforts Dennis reported difficulties removing graffiti from the twelfth floor window, having tried wipes and chemical sprays; external cleaning solutions are being considered, and specialist teams may be involved for tougher cases.	
2.4	Resident Responsibility and Communication Jim emphasised the need for residents to use common sense and take responsibility for their environment, stating that the council cannot monitor every action and encouraging community cooperation to maintain cleanliness.	
3	Repairs and Maintenance Issues	
3.1	Back Door Replacement and Compensation	

	Jim reviewed the complaint process regarding the back door not locking, confirming that a replacement door and frame have been ordered for mid-June, and compensation was increased to £250 due to communication failures.	
3.2	Leak Investigation and Access Jim discussed difficulties tracing leaks, arranging to meet residents for access and emphasising the need for mutually agreeable appointments, noting that water ingress is likely originating from the upper flats.	
3.3	Intercom and Garage Repairs Residents reported intercom faults and garage issues, with Jim and Clinton committing to report and follow up on these repairs, and clarifying responsibilities between caretaking and repairs teams.	
3.4	Weed Spraying and Playground Maintenance Jim explained that weed spraying is handled by street cleaners, not caretakers, and discussed playground maintenance, including litter and cigarette butt removal, with Paul Kelly identified as responsible for playground repairs.	
4	Lift Repairs and Resident Behaviour	
4.1	Lift Repair Delays Jim explained that lift repairs have been delayed due to waiting for parts from another country, with the latest update indicating completion by Monday, and acknowledged residents' frustration with the extended downtime.	
4.2	Resident Impact on Lift Function Clinton highlighted that improper use, such as blocking lift doors, accelerates wear and causes breakdowns, urging residents to monitor and discourage such behaviour to reduce maintenance issues.	
4.3	Communication and Inclusion Jim committed to extending meeting invitations to High View Gardens residents, recognising their unique concerns and proposing separate or inclusive meetings to address estate-specific issues.	
5	Building Safety and Balcony Regulations	
5.1	Balcony Usage Rules: Clinton explained that residents must not store flammable materials, modify balconies, or use barbecues, and clarified that drying clothes is permitted if items are taken inside when not at home, with enforcement actions possible for non-compliance.	
5.2	Fire Safety Measures: Jim and Clinton emphasised that these regulations stem from post-Grenfell safety requirements, aiming to protect residents and prevent fire hazards in high-rise blocks.	
5.3	Pigeon Deterrence Advice: Residents raised concerns about pigeons on balconies; Clinton advised consulting council resources for compliant deterrent methods and offered to provide guidance on approved solutions.	
6	Security Patrols and Antisocial Behaviour	
6.1	Patrol Frequency and Purpose: Jim clarified that security patrols are intended to check for fire risks and deter antisocial behaviour, with patrols reportedly occurring every hour or half hour, though some residents questioned their visibility and effectiveness.	
6.2	Parking Arrangements for Security: Residents discussed the impact of security vehicles occupying parking spaces, with Clinton agreeing to	

	review parking arrangements to minimise inconvenience and ensure patrols remain effective.	
6.3	Deterrent Effect and Communication: Jim explained the psychological deterrent of security presence, comparing it to wheel clamps, and committed to ongoing communication with residents about patrols and their role in estate safety.	
7	Any other business	
7.1	Flower Beds and Community Maintenance Jim explained that while the council installed the flower beds at residents' request, ongoing maintenance is the residents' responsibility; he suggested community consultation to decide whether to remove the beds or organise volunteer upkeep, with possible council funding for flowers.	
7.2	Electric Car Charging and Parking Issues Jim took an action to explore the possibility of installing electric car chargers near recycling bins, considering existing lamp posts and hard surfaces, and committed to follow up with relevant departments.	
7.3	CCTV Installation and Cost Concerns Jim explained that CCTV installation is expensive and typically reserved for areas with significant crime, noting that costs include equipment, monitoring, and maintenance, and questioned who would fund such installations.	
8	Follow-up tasks	
8.1	Scrubbing Machine Cleaning Schedule Prepare and send a rough schedule for the use of the scrubbing machine in the blocks, noting that dates cannot be guaranteed due to staff availability.	
8.2	Bin Usage Communication Draft and distribute communication to residents about proper use of the bins to encourage use of empty bins and reduce rubbish left on the floor.	
8.3	Graffiti Removal on 12th Floor Window Consult with manager to find a solution for removing graffiti from the outside of the 12th floor window, as internal cleaning attempts have failed.	
8.4	Replacement of Back Door and Frame Ensure the replacement back door and frame, which is due in mid-June, is installed as scheduled and update residents accordingly.	
8.5	Leak Investigation and Access Coordination Arrange mutually agreeable dates and times with affected residents to investigate and trace the source of leaks in the flats.	
8.6	Garage Repairs and Cleaning Chase up repairs and cleaning for the garages as raised by residents.	
8.7	Weed Spraying at High View Gardens Request street cleaning team to carry out weed spraying at High View Gardens and update residents on the schedule. (Jim)	
8.8	Lift Repairs and Communication Follow up on the status of lift repairs, ensure parts are received and repairs completed, and communicate updates to residents. (Jim)	
8.9	Inclusion of High View Gardens in Future Meetings	

	Extend invitations to residents of High View Gardens and Palmer's Road for the next meeting and ensure they are notified.	
9	Future Meeting dates	
9.1	2 nd September 2026 24 th March 2027 15 th September 2027	